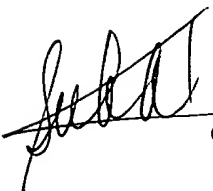


What is claimed is:

 1. A computerized Internet Protocol Network Telephony (IPNT) call center, comprising:

5 a first processor coupled to a wide area network (WAN) and adapted to receive and distribute IPNT calls; and

a plurality of computers at operator workstations, each computer having a video display (PC/VDU) coupled to the processor;

10 wherein the processor is adapted to monitor transactional activity of the call center, to process the activity information according to selected routines in the processor, and to communicate the processed information to a second processor elsewhere in the WAN.

2. The IPNT call center of claim 1 wherein the first processor
15 communicates with the second processor over the WAN by TCP/IP protocol.

3. The IPNT call center of claim 1 wherein the first processor and the plurality of computer stations are connected on a local area network at the
20 call center.

4. The IPNT call center of claim 3 wherein a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers.

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(a) collecting information at an INPT call center regarding operations of the call center;

(b) processing the collected information;

(c) transferring the processed information to a database associated
5 with a routing processor adapted for intercepting and routing incoming calls;

(d) receiving incoming IPNT call at the routing processor;

(e) retrieving the processed information from the database; and

(f) selecting a destination for the call based on the processed
10 information retrieved.

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